



## Standards of Performance STARS

**S**ervice—As part of my commitment to Service, I will:

- ★ Exceed our customers' expectations and thank them for choosing HCMH.
- ★ Promote the health and well being of all patients who seek care at Hugh Chatham Memorial Hospital.
- ★ Smile, make eye contact, greet others and speak in ways that are easily understood and show concern to ensure understanding and facilitate learning.
- ★ Follow appropriate telephone, elevator and customer waiting protocols.

**T**eamwork—As part of my commitment to Teamwork, I will:

- ★ Recognize that every member of the Hugh Chatham Memorial Hospital team makes important contributions.
- ★ Promote interdepartmental cooperation, managing up those with whom we work.
- ★ Contribute to my work group in positive ways and continuously support the efforts of others.
- ★ Respond to call lights or requests from patients immediately, even if I am not the caregiver.

**A**ccountability—As part of my commitment to Accountability, I will:

- ★ Provide the highest quality care to those we serve.
- ★ Recognize the high cost of healthcare and optimize the use of resources while delivering exemplary service.
- ★ Ensure that all team members understand team goals and their roles.
- ★ Adhere to departmental and hospital policies and procedures such as tobacco free environment, attendance and dress code.

**R**espect—As part of my commitment to Respect, I will:

- ★ Use AIDET – Acknowledge, Introduce, Duration, Expectation and Thank You when meeting with customers or peers.
- ★ Treat colleagues and those we serve who differ from us by gender, race, religion, culture, national origin, mental and physical abilities and sexual orientation, with dignity, courtesy and compassion.
- ★ Only engage in conversations regarding patients with persons who need to know and in accordance with the hospital's policies and regulatory requirements.
- ★ Recognize and encourage positive behaviors while providing private constructive feedback for inappropriate behaviors.

**S**afe Care—As part of my commitment to Safe Care, I will:

- ★ Take any concern (real, perceived, big or small) seriously and seek resolution or understanding – ask for help if the concern is beyond ability or scope of authority.
- ★ Keep my work area neat and clean up litter, debris or spills promptly to ensure a safe environment.
- ★ Offer assistance to those who need help or directions, walking people to their destination or helping them appropriately.
- ★ Adhere to all policies and procedures providing a safe environment for co-workers, patients and the public.

**It's who we are.**